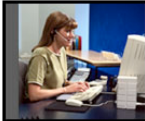


**WASHINGTON STATE EMPLOYMENT SECURITY DEPARTMENT**  
**PERFORMANCE AGREEMENT**  
**FOR PROGRAM YEAR 2004-05**  
**Agency Performance Measures**



**GOAL: PROVIDE HIGH QUALITY, DEMAND-DRIVEN  
BUSINESS SERVICES**

- Meet the hiring needs of business customers by increasing the share of employers in Washington State who list job openings with WorkSource from 8% to 10% and increase the percent of repeat business from 60% to 65%.
- Provide continuous customized worker training linked to specific employer needs by training 100 apprentices in demand occupations.
- Increase the public visibility of WorkSource and the Department through extensive communications to primary customer groups and increase general brand awareness of the WorkSource system by 5% as measured by annual surveys.



**GOAL: PROVIDE HIGH QUALITY, DEMAND-DRIVEN  
SERVICES FOR THE WORKFORCE**

- Increase first pay timeliness of unemployment insurance payments within 14 days from 89.5% to 90%.
- Protect the integrity of the Unemployment Insurance Trust Fund by collecting \$25.19 in overpayments for every dollar spent in the collection process.
- Prevent an additional \$1.5 million in fraudulent overpayments in the Unemployment Insurance program.
- Meet the employment needs of job seeking customers by increasing the WorkSource entered employment rate from 56.5% to 60% and increasing the percent of job seekers who go to work within six months of receipt of an initial staff-assisted service from 58.8% to 65%.
- Provide job seekers with an integrated electronic career exploration tool to increase the average number of monthly customer visits from 37,000 to 47,000 and increase customer satisfaction rating of usefulness from 1.7 to 2.0.
- Enhance e-service delivery and transform our current web presence into a common, highly usable architecture with baseline measures for web application response time and cost per e-service transaction.



**GOAL: PREPARE OUR AGENCY WORKFORCE  
FOR THE CHALLENGES OF THE FUTURE**

- Position Employment Security to meet Department of Personnel criteria for the agency Organizational Performance Management System by conducting a pilot of the new Performance Development Plan components and assuring that 100% of all employee performance evaluations are completed on time each quarter.
- Enhance the use of the agency Performance Management and Accountability System and improve agency wide performance measures by training 300 managers in Performance Measurement and Analysis and Communicating with Data classes.
- Provide opportunities for employees to excel at their work and enhance their professional growth by implementing the agency Human Resource Development Plan and completing ten core competency assessments.



**GOAL: PROVIDE SUPERIOR INTERNAL AND  
EXTERNAL CUSTOMER SERVICE**

- Provide exceptional service to unemployment insurance claimants by increasing satisfaction with services from 86% to 89%.
- Increase timely and accurate tax reporting by maintaining 98% of employer taxes paid within 30 days and increasing the number of employers filing electronically from 64,428 to 90,000.
- Complete Phase Two of the Mystery Shopper program and improve customer satisfaction by increasing average satisfaction scores for in-person services from 3.65 to 4.0, for telephone services from 3.52 to 4.0 and for e-mail services from 3.37 to 4.0.
- Improve agency capacity for superior customer service delivery by continuing to initiate the Governor's Executive Order 03-01 on Service Delivery, improving the customer focus score on the employee survey from 3.9-4.5 and developing customer service standards for 100% of staff performance evaluations.